

HIFIS 4.0.61.1

Reference Guide

Version 1.0 – February 2026



Homeless Individuals and Families Information System



Housing, Infrastructure
and Communities Canada

Logement, Infrastructures
et Collectivités Canada

Canada 

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Revision History

Document Version	Document Release Date	HIFIS Release	Changes
1.0	2026	4.0.61.1	Document released

Overview

This guide provides a detailed overview of some of the major changes included in HIFIS 4.0.61.1, including:

- Improvements to the **Welcome Page**;
- Improvements to the **Coordinated Access** module;
- Improvements to the **Diversion Workflow Steps**;
- Introduction of **Google Maps**;
- Introduction of the **Last Known City** field;
- Changes to **Geographic Region**; and
- Addition of **Enumeration** functionality for Point-in-Time Counts.

A variety of other minor changes have been outlined in the [Minor Changes](#) section of this guide. For the comprehensive list of improvements and bug fixes that have been included in HIFIS 4.0.61.1 consult the [Release Notes](#).

This guide also includes a section with tips on preparing your HIFIS instance for this release.

Major Changes

Welcome Page Improvements

HIFIS 4.0.61.1 introduces a tabbed view of information for users when they first log into HIFIS, hereafter referred to as the Welcome Page.

On active cases the tabs will appear based on the current user's rights. For example, if the current user does not have any rights associated with the Case Management module, the Case Management tab will not appear on the Welcome Page.

This view includes:

- A list of open Bulletins when the user has the **Bulletins Home Page** right (which is the existing functionality);
- A list of open Case Management cases where the Case Worker assigned is the current user and the user has the **List Case Management Cases** right;
- A list of open Housing Placements where the Case Worker assigned is the current user and the user has the **List Housing Placement Records** right;
- A list of Housing Loss Prevention records where the Case Worker assigned is the current user and the user has the **List Housing Loss Prevention** right;
- A list of Recent Clients whose profiles have been recently accessed by the current user and the user has the **List Clients** right;
- A list of pending Diversion records where the Case Worker assigned is the current user and the user has the **List Diversion Records** right;
- A list of SPDATs where the Case Worker assigned is the current user and the user has the **List SPDAT** right; and
- A list of VI-SPDATs where the Case Worker assigned is the current user and the user has the **List VI-SPDAT** right.



Figure 1: New and improved Welcome Page in HIFIS 4.0.61.1

Coordinated Access Module Improvements

HIFIS 4.0.61.1 introduces a tabbed view of information for users when they access the Coordinated Access module through the Front Desk Menu. The Unique Identifier List that is generated is divided into the following tabs:

- **Client Details** – basic demographic information about the client
- **Homelessness** – information about the client’s experience of homelessness
- **Client Interactions** – information about the client’s recent activity in HIFIS
- **Assessments** – information about the client’s assessments, where applicable

In addition to the tabbed view, several data points have been added to the Unique Identifier List and will appear in the module as well as in the Excel export. These data points include:

- **Open Case Management?** Indicates if the client has an open Case Management case (Y/N)
- **Open Housing Placement?** Indicates if the client has an open Housing Placement (Y/N)
- **Open Housing Loss Prevention?** Indicates if the client has an open Housing Loss Prevention record (Y/N)

Client ID	Full Name	Recent Interaction Date	Recent Interaction Module	Days Since Last Activity	Open Case Management?	Open Housing Placement?	Open Housing Loss Prevention?
3	[REDACTED]	2025-04-10 12:00:00 AM	Health	265	Yes	Yes	No
12	[REDACTED]	2023-06-28 12:00:00 AM	Case Management	917	Yes	No	No
14	[REDACTED]	2025-07-02 12:00:00 AM	Case Management	182	No	Yes	No

Figure 2: Unique Identifier List – Client Interactions Tab

The following data points that have been included in the Unique Identifier List in the past have been updated:

- **Acuity - Triage Score** – Now includes the assessment type in brackets, following the score
- **Acuity - Full Assessment Score** – Now includes the assessment type in brackets, following the score

Coordinated Access - Unique Identifier List

Filter Options

Client Details Homelessness Client Interactions **Assessments**

Show 10 entries

Client ID	Full Name	Acuity - Triage Score	Acuity - Full Assessment Score
3	[REDACTED]	4 (TAY-VI-SPDAT_V1)	10 (VAT)
12	[REDACTED]	15 (VI-SPDAT_V2)	
14	[REDACTED]	1 (VI-SPDAT_V3)	
20	[REDACTED]	1 (Y-VI-SPDAT_V2)	59 (SPDAT_V3)

Figure 3: Unique Identifier List – Assessments Tab

Lastly, the Unique Identifier List can now be filtered by **Last Known City**, and **Last Known City** has been added to the Excel export.

Note: For more information on the **Last Known City** field, which is new as of 4.0.61.1, see the [Introduction of Last Known City section](#).

Diversion Workflow Steps Improvements

HIFIS 4.0.61.1 introduces the ability to customize Diversion Workflow Steps by Service Provider. In previous versions of HIFIS, Diversion Workflow Steps, once defined, were used for all Service Providers regardless of cluster. This new functionality provides additional customization options to communities.

How to customize Diversion Workflow Steps for a Service Provider

1. Log in in to HIFIS as a User with the rights to **Edit Diversion Workflow Steps** for the Service Provider you wish to customize.

Note: Make sure you log into the Service Provider whose steps you wish to customize. You cannot modify the Workflow Steps for another Service Provider unless you are currently logged in to that Service Provider.

2. From the **Administration** menu, select **Diversion Workflow Steps**.
3. Choose the step you want to customize by clicking the **Edit** button.
4. Make any desired changes to the text.
5. Click **Save**.

In addition to customizing Diversion Workflow Steps, Service Providers can also copy steps that are currently being used by an existing Service Provider to save time.

How to copy Diversion Workflow Steps from another Service Provider

1. From the **Administration** menu, select **Diversion Workflow Steps**.
2. At the top of the page, select a Service Provider from the dropdown titled **Copy Workflow Steps From**.
3. Click **Save**.

Once saved, the description text displayed on the page will update to reflect the Workflow Steps you have copied from another Service Provider.

Step ID	Title	Description	Action
1	Introduction	Our goal is to learn more about your specific housing situation right now and what you need so that together we can identify the best possible way to get you a place to stay tonight and to find safe, permanent housing as quickly as possible. That might mean staying in shelter tonight, but we want to avoid that if possible. We will work with you to find a more stable alternative if we can.	
2	Reason for Service	• Why are you seeking emergency shelter today? What are all the other things you tried before you sought shelter today? What are all the other things you have thought about trying but have not attempted yet in order to avoid needing shelter today?	

Figure 4: Diversion Workflow Steps

Introduction of Google Maps

In response to [Microsoft's announcement](#) that it is retiring Bing Maps for enterprise services, Google Maps will replace Bing Maps in HIFIS 4.0.61.1. Official documentation about Google Maps [can be found on their website](#).

The shift to Google Maps will be apparent in the following areas of HIFIS:

- Directory of Services – Map View;
- Encampment List – Map View;
- Outreach – Map View;
- Housing Placement - Housing Search – Map View; and
- Any record creation where the user can choose a location using a map.

From a user perspective, interacting with the map is the same as before.

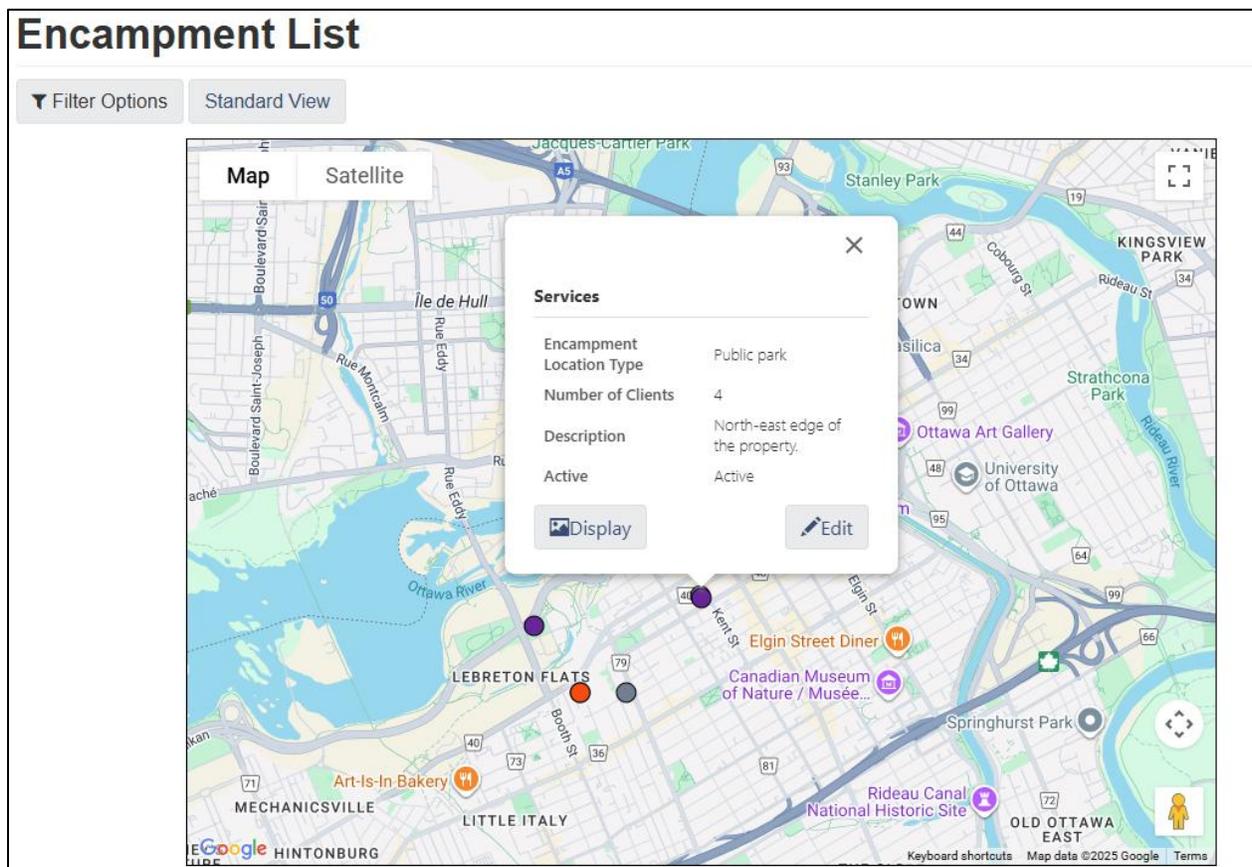


Figure 5: Encampment List – Map View

For more information on implementing Google Maps for HIFIS, see the section of this guide on [Preparing for this Release](#).

Introduction of Last Known City

HIFIS 4.0.61.1 introduces a new, automatically calculated field called Last Known City. This field identifies the city where a client was last known to be located based on their shelter stays and housing history. This data can be a valuable tool in aggregating data by city or understanding client migration between cities.

The Last Known City field will interact with HIFIS modules as follows:

- The field will appear on a client's profile under Client Details.
- Every time a client's Last Known City changes, the change will be tracked in the client's Vitals Change History Log.
- The Unique Identifier List under the Coordinated Access module can be filtered by Last Known City.
- The Coordinated Access module Excel exports will include Last Known City for each client.

Note: See the section on [Preparing for this Release](#) to ensure your Last Known City data is as high-quality as possible.

Last Known City will also interact closely with Geographic Region as a tool for aggregating information by groupings of cities. See the [section on Geographic Region](#) for more information.

When the Last Known City field is calculated

The Last Known City field will be automatically calculated when:

- A client is created.
- A housing history record is created, modified, or deleted (this includes changes made through Housing Placements).
- A client is booked into shelter.
- A client is booked out of shelter.
- An admissions record is modified.
- An admissions record is deleted (this includes deletions through the Client Service Delete function).

Note: If a client has no shelter stays or housing history, their Last Known City will be the city associated with the Service Provider that created their profile.

Logic for determining Last Known City

1. If a client has an open housing history *or* shelter stay, the city associated with that record will be used. If there is an open housing history *and* open shelter stay, the record with the more recent start date will be used.

Note: When determining the city associated with a shelter stay, the address of the Service Provider will be used. If there is no city recorded in the Service Provider's address, HIFIS will ignore the shelter record and look for the next available record.

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2. If a client does not have any *open* housing history or shelter stay records, the record with the most recent start date will be used.
3. If a client has no housing history or shelter stay records, the city associated with the Service Provider that created the client will be used.

Note: If the Service Provider does not have a city recorded in the address section of the Service Provider details, and there are no housing history or shelter records to reference, the client's Last Known City will be blank.

Example Scenario 1

Jane Doe has an active shelter stay at Main Shelter in Ottawa, Ontario beginning on December 1st, 2025. She also has a housing history record indicating that she stayed in a Correctional Facility in Lindsay, Ontario that ended on December 1st.

See Figure 6 and 7 for reference.

The screenshot displays the 'Client - Housing History' interface. It features two tabs: 'Housing History' (selected) and 'Risk of Homelessness'. A 'Hide Stays' button is located in the top right. Below the tabs, it shows 'Showing 1 to 2 of 2 entries | Show 10 entries'. The main content is a table with columns: 'Housing Type', 'Address', 'Start Date', 'End Date', and 'Action'. The first row is 'Emergency Shelter' at 'Main Shelter' starting on '2025-12-01'. The second row is 'Correctional Facility' at 'Lindsay Ontario Canada' from '2025-09-10' to '2025-12-01'. Action icons for edit and delete are present for each row. At the bottom, there are 'Add Housing' and 'Export To Excel' buttons, and a page indicator '1'.

Housing Type	Address	Start Date	End Date	Action
Emergency Shelter	Main Shelter	2025-12-01	- -	
Correctional Facility	Lindsay Ontario Canada	2025-09-10	2025-12-01	

Figure 6: Housing History – Example Scenario 1 – Jane Doe

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Indigenous Status	First Nations: Off-reserve
Racial Identity	(Arab (e.g., Syrian, Egyptian, Yemeni)), (Asian- south-east (e.g., Filipino, Vietnamese, Cambodian, Malaysian, Laotian)), (Asian-East (e.g., Chinese, Korean, Japanese)), (Asian-west (e.g., Iranian, Afghan)), (Black-Afro-Caribbean or afro-latinx (e.g., Jamaican, Haitian, Afro-Brazilian))
Last Known City	Ottawa
Geographic Region	This Community, Greater Ottawa Region, This Region / County, Outside Canada, unsubscribed
Client State	Active

Figure 7: Client – Details, Last Known City – Example Scenario 1 – Jane Doe

In this case, Jane Doe’s Last Known City is Ottawa, which is the city associated with the address of Main Shelter.

Example Scenario 2

John Doe has an active shelter stay at Youth Shelter in Calgary, Alberta beginning on December 1st, 2025. He also has a housing history record indicating that he stayed in a Correctional Facility in Edmonton, Alberta that began on September 10th, 2025 but the record was never closed.

See Figure 8 for reference.

Client - Housing History					
Housing History		Risk of Homelessness			
Hide Stays					
Showing 1 to 2 of 2 entries Show <input type="text" value="10"/> entries					
Housing Type	Address	Start Date	End Date	Action	
Emergency Shelter	Youth Shelter	2025-12-10	- -		
Correctional Facility	Edmonton Alberta Canada	2025-09-10	- -		
1					
Add Housing		Add Housing Loss Prevention		Export To Excel	

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Figure 8: Last Known City – Example Scenario 2 – John Doe

In this case, John Doe's Last Known City is Calgary, which is the city associated with the address of Youth Shelter.

Example Scenario 3

Jamie Doe does not have any open housing history records or shelter stays. They were staying at Family Shelter in Inverness from June 2025 until September 18th, 2025 when they stopped showing up in the evenings and the shelter booked them out. A case worker later updated their housing history to indicate that they were in a Correctional Facility from September 10th until December 18th 2025.

See Figure 9 for reference.

In summary, Jamie Doe has two records that slightly overlap, and neither of them are open.

In this case, Jamie's Last Known City is Halifax, because the Correctional Facility record has a more recent start date than the shelter stay.

The screenshot displays the 'Client - Housing History' interface. It features a header with the title 'Client - Housing History' and a sub-header with two tabs: 'Housing History' (selected) and 'Risk of Homelessness'. Below the tabs, there is a 'Hide Stays' button. The main content area shows a table with two entries. The table has columns for 'Housing Type', 'Address', 'Start Date', 'End Date', and 'Action'. The first entry is 'Correctional Facility' with address 'Halifax Nova Scotia Canada', start date '2025-09-10', and end date '2025-12-18'. The second entry is 'Emergency Shelter' with address 'Family Shelter', start date '2025-06-03', and end date '2025-09-18'. Below the table, there is an 'Add Housing' button and an 'Export To Excel' button. A blue box with the number '1' is visible in the bottom right corner of the table area.

Housing Type	Address	Start Date	End Date	Action
Correctional Facility	Halifax Nova Scotia Canada	2025-09-10	2025-12-18	  
Emergency Shelter	Family Shelter	2025-06-03	2025-09-18	 

Figure 9: Last Known City – Example Scenario 3 – Jamie Doe

Changes to Geographic Region

To support the aggregation of client data by physical location, changes have been made to the behaviour of the existing **Geographic Region** field in HIFIS. These changes will ensure alignment between the new **Last Known City** field and the existing **Geographic Region** field. These changes will leverage an existing application setting called Geographic Region Mapping.

In summary:

- The **Geographic Region** field under Client Details will be automatically populated based on their **Last Known City** and the Geographic Region Mapping Application Settings
- A client may have multiple **Geographic Regions** based on the Geographic Region Mapping Application Settings
- The **Geographic Region** field under a Housing History record will be automatically populated based on the **City** selected in the Geographic Region Mapping Application Settings
- The **Geographic Region** field under the address section of a Service Provider's Details will be automatically populated based on the **City** selected in the Geographic Region Mapping Application Settings
- Users will no longer be able to choose a **Geographic Region** when creating a client or editing Client Details
- Users will no longer be able to choose a **Geographic Region** when creating a Service Provider or editing Service Provider Details

Note: The Community Outcomes Report (COR) will be updated in the spring to leverage this new functionality. Until that time, the COR will behave as usual.

About the Geographic Region Mapping Application Setting

Until now, the Geographic Region Mapping feature has been used as a filtering mechanism for certain parts of HIFIS. For example, by creating a region using the **Geo Region** look-up table a user can filter the following screens to only show information relevant to that geographic region:

- Housing Unit List (or Housing Unit Search within Housing Placements)
- Directory of Services
- Admissions – Bed Availability
- Coordinated Access – Unique Identifier List

As mentioned above, the behaviour of the Geographic Region field has been modified to ensure alignment with the new **Last Known City field**. While the function of the **Geographic Region Mapping** setting is not changing, communities who have chosen not to use it in the past may find it helpful in data analysis moving forward.

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To improve usability of the **Geographic Region Mapping** setting, a few small improvements have been included in HIFIS Version 4.0.61.1:

- Cities can belong to multiple Geographic Regions.
- Users can click on the number within the **City Count** column and a list of the cities included in that region will appear.

Note: See the section on [Preparing for this Release](#) to learn about how you can configure the Geographic Mapping feature to prepare for advanced data analysis.

Introduction of Point-in-Time Count Enumerations

HIFIS 4.0.61.1 introduces the ability to record Enumeration results in the Point-in-Time Count module.

To support this new functionality, users can:

- Create an event with a type of **Enumeration**;
- Record Enumeration question responses, and surveyor observations, using an **Enumeration Form**; and
- View and manage list of completed Enumeration Forms.

A few notes about Enumeration Events in HIFIS:

- Local questions can only be added to an enumeration form before a form for that event has been completed
- Users will need the appropriate rights to complete Enumeration Forms
- Two new user rights were created: Enumeration Form and Enumeration List
- A Crystal Report titled **PiT Count - Enumeration** will be released that summarizes the data from Enumeration Events

For comprehensive instructions on using the Point-In-Time Count module (including managing users and other configuration settings) see the [HIFIS 4 Point-in-Time Count Module Guide](#) on the [Homelessness Learning Hub](#).

The following instructions will guide you to create an Enumeration Event and complete Enumeration Forms.

Creating an Enumeration Event

1. From the **PiT Count** menu, select **Events**.
2. On the **PiT Events** page, click the **Add Enumeration Event** button to create an Enumeration event.
3. Complete the mandatory fields in the **Event Information** section and, any applicable optional fields. Mandatory fields are marked with a red star.
 - a. In the **Minimum Survey Age** field, enter the minimum age a person must be to complete the survey.
 - b. In the **Live Survey Offset Number** field, enter the number of paper surveys that your community plans to use during your Enumeration. This will ensure that your mobile electronic surveys have survey numbers that are different from the paper surveys. If you do not plan to use paper surveys, enter 0.
 - c. When set to 'Yes', the **Observed Homelessness** toggle will add questions that the surveyor can answer if a client declines to participate. These questions will help the surveyor identify if they believe the person to be experiencing homelessness based solely on their observations.

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- d. When set to 'Yes', the **Hidden Homeless (RH)** toggle will add the recommended hidden homelessness screening questions from *Everyone Counts: A Guide to Point-in-Time Counts in Canada, 4th edition*. Based on the response given for the follow-up, this will determine if the individual is screened-in as experiencing hidden homelessness.
 - e. When set to 'Yes', the **Systems Homelessness** toggle will add the recommended systems homelessness questions from the guide.
 - f. When set to 'Yes', the **Registry Week** toggle will provide the option to complete a VI-SPDAT survey after completing the Enumeration Form. In HIFIS Lite, the **Registry Week** feature is unavailable and the toggle will not appear.
 - g. When set to 'Yes', the **Period Prevalence Count** toggle will add the **Survey Date** field to surveys, if you are conducting a Period Prevalence Count. This allows you to specify if the survey questions are asked in reference to a different date than the current date.
 - h. When set to 'Yes', the **Interviewee ID** toggle will add the **Client Ref.** field to Enumeration Form, allowing users to record the unique identifier of the person being surveyed to the surveys.
4. Fill out the **Enumeration Registration Information** fields. This includes the name and contact information of the Enumeration Administrator, as well as the name and contact information of the person responsible for signing the Data Provision Agreement (DPA). Add any additional comments, if applicable.

Note: If your community uses HIFIS regularly (not just during the Count) you do not need to sign the DPA to complete your Enumeration as long as the DPA you previously signed is the most current version. If your community is using HIFIS Lite, you will need to sign the HIFIS Lite DPA. If you are unsure if you have already signed a DPA, [contact the HIFIS Client Support Centre](#).

5. Use the toggle to indicate whether the event is **active**.
6. Add any **Local Questions** that are needed.
7. Click **Save**. Your Enumeration event has been added to HIFIS and you will be taken to the **Events** page.

Note: If your community plans to add any local or optional questions, you must add them before completing a form.

Completing an Enumeration Form

1. For each person you want to enumerate, complete an Enumeration Form by clicking on **Enumeration Form** from the **PiT Menu**.
2. Fill in the Form details.
3. Answer the Enumeration questions.

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4. Click **Save** when done or click **Abandon Survey** at the top right corner if applicable.

Note: The **Save** action allows you save the survey and go to the “End Form” page where you can start an assessment or go to the Form List which has all the forms you completed.

5. Repeat steps 1-5 as necessary.

Minor Changes

The following minor changes and improvements are included in HIFIS Version 4.0.61.1.

This is not a comprehensive list. For a list of all changes and bug fixes, refer to the [Release Notes](#).

Case Management

In the Case Management module, the end date is always mandatory when closing a case. This ensures that Client State is appropriately calculated.

Client Service Delete

In the Client Service Delete module under the Administration menu, a users ability to delete services will be dependent on their user rights. For example, the User will need have the right to delete the service for the Service Provider it belongs to in order to proceed. The user will only see services in the Client Service Delete module that they have the rights to delete.

Custom Tables

The following improvements have been made to the Custom Tables module under the Administration menu:

- Custom Table names are displayed in a singular column and the name will appear in English or French depending on the language in which the application is currently being used.
- Custom Tables can be added to Group Activities.
- Multi-select fields can enable users to indicate 'Other' as a response and provide detail using an open text field.
- Under a Service Provider's Settings, the name of the Custom Table tab can be defined in English and French (the name will appear appropriately based on the language in which the application is currently being used).
- An Owner can be indicated for a Custom Table (this field is required when creating a new Custom Table).
- The Custom Table List view defaults to showing the user the tables that are owned by the current Service Provider. Users with the appropriate rights can view a list of all tables, regardless of the Owner.

Encampments

The following changes have been made to improve the overall usability of the Encampment module:

- The ability to record the time an Encampment Enumeration was conducted;
- The ability to delete Encampments (with associated user rights);
- The ability to filter the Encampment List by keyword using the Filter items search field;

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- The obscuring of client names when those clients have Decline to Share consent; and
- The use of tabs on the Encampment List page to distinguish between Active and Inactive Encampments.

Additionally, Bing Maps has been replaced by Google Maps for the Encampment Map view. For more information on the integration of Google Maps in HIFIS, see [the Introduction of Google Maps](#) section in this guide.

Look-up Tables

The following changes have been made to improve the overall usability of the Look-up Table List under the Administration menu:

- The Desired Outcome Look-up Table has been renamed to Case Goal.
- The Module Used In column of the Look-up Table List has been updated for all Look-up Tables.
- Look-Up Tables that cannot be customized (or that are no longer in use) have been removed from the list.

Performance

The following changes have been made to improve the performance of certain modules within HIFIS:

- Pagination has been implemented within the following modules: Data Export, Calls and Visits, Group Activities, Goods and Services (pagination is a method of splitting up data to reduce load times).
- Stored Procedures that perform calculations in the background have been modified to run asynchronously, preventing them from interfering with other database operations.

Racial Identity

The following changes have been made to the Racial Identify field under Client Details:

- Every time the value in the field changes, the change is tracked under the clients Vitals History Change Log.
- A new “Unable to ask” option was added to the list of possible responses. A reminder to complete the Racial Identity field will continue to appear when this option is chosen until another option is selected.

Preparing for this Release

Custom Tables

To take advantage of the new **Owner** field associated with the Custom Table module under the Administration Menu, the following steps are recommended:

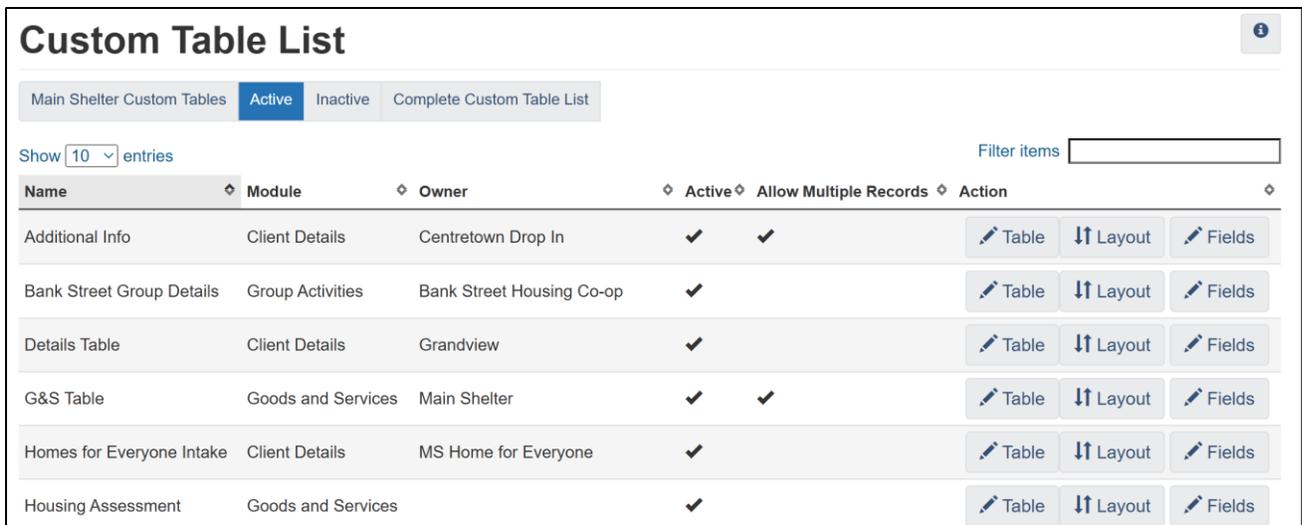
- The HIFIS Lead makes a list all custom tables that exist in their production instance.
- In an Excel or Word document, the HIFIS Lead assigns an owner for each, considering who is most likely to make edits to the Custom Table, and whose User Rights would best accommodate that role.
- Once the Production Instance is updated to 4.0.61.1, modify the existing Custom Table details to include the new owner.

How to indicate an Owner of an Existing Custom Table

1. Log into HIFIS as an Administrator, or a User with Administrator rights to Custom Tables.
2. Go to the **Administration** menu and select **Custom Tables**.
3. Click on the **Table** button  in the **Action** column beside the Custom Table you want to edit.

Note: If you don't see the table listed, click the tab labelled **Complete Custom Table List** to ensure you are viewing all tables. See Figure 9 below.

4. In the **Owner** field, select the Service Provider who is the owner.
5. Click **Save**.



Custom Table List					
Main Shelter Custom Tables		Active	Inactive	Complete Custom Table List	
Show	10	entries	Filter items <input type="text"/>		
Name	Module	Owner	Active	Allow Multiple Records	Action
Additional Info	Client Details	Centretown Drop In	✓	✓	
Bank Street Group Details	Group Activities	Bank Street Housing Co-op	✓		
Details Table	Client Details	Grandview	✓		
G&S Table	Goods and Services	Main Shelter	✓	✓	
Homes for Everyone Intake	Client Details	MS Home for Everyone	✓		
Housing Assessment	Goods and Services		✓		

Figure 9: Custom Table List

Google Maps

To prepare for the integration of Google Maps in HIFIS, communities will need to acquire API Keys from the [Google Cloud Software Development Kit \(SDK\)](#).

How to Update the Google Maps Key in the Application Settings

1. Log into HIFIS as an Administrator, or a User with Administrator rights to the Application settings.
2. Go to the **Administration** menu and select **Application Settings**.
3. Under the **Settings** tab, enter the API Key (acquired by following the instructions on the Google Cloud SDK website) in the first field labelled **Google Maps Key**.
4. Scroll to the bottom of the page and click **Save**.

Last Known City

To prepare for the new **Last Known City** field, it is important that all Service Providers in HIFIS have full and proper addresses. Prior to implementing 4.0.61.1 HIFIS Leads should:

- Review the addresses of all Service Providers (active and inactive); and
- Update the address if needed (paying particular attention to the city).

How to Update Service Provider's Address

1. Log into HIFIS as an Administrator, or a User with Administrator rights to all Service Providers.
2. Go to the **Administration** menu and select **Service Provider**.
3. Review the current Service Provider's address by clicking the Address tab of the Service Provider details (see Figure 10 below).
4. Update the address if needed by clicking the **Edit** button at the bottom of the page.
5. Make any necessary changes.
6. Click **Save**.

Service Provider Details: Main Shelter

Details | **Address**

Place Name	The Main Shelter
Address Line 1	123 John Street
Address Line 2	
Unit/Apartment Number	
Country	Canada
Province/Territory	Ontario
City	Ottawa
Postal Code	K1N0N0
Geographic Region	Greater Ottawa Region, Outside Canada, This Community, This Region / County

[Edit](#) [Display Service Provider Details History](#)

Figure 10: Service Provider Details – Address

Note: You can make changes to other Service Provider addresses without being logged into them, if you have the appropriate rights. To do so, complete steps 1 and 2 above. Then click the **Service Provider Management** menu on the top left side of the page (see Figure 11 below). Then select **List of Service Providers** from the menu. Expand the list and click on the Service Provider you wish to modify. Then proceed with the steps outlined at the beginning of this section starting at step 3.

Service Provider Management ▾

- [Details](#)
- [List of Service Providers](#)
- [Mandatories](#)
- [Programs](#)
- [Rooms and Beds](#)
- [Settings](#)
- [User Accounts](#)

Service Provider List

[Expand/Collapse Tree](#)

- Service Providers (33)
 - April Showers Centre
 - Bank Street Housing Co-op
 - Cardine Centre
 - Centretown Drop In
 - Centretown Housing Co-op

Figure 11: Service Provider Management – List of Service Providers

Geographic Region

To take advantage of the coordination between **Geographic Region** and the new **Last Known City** field, it is recommended that HIFIS Leads review their Geographic Region Mapping Application Settings. This can be done independently or with a local HIFIS Working Group or other governance table.

If these settings have never been used, the following questions should be considered:

- Are the areas where the Service Providers in your community are currently located referred to in any way beyond the name of the town or city?
- Are they grouped by neighbourhood or ward? By municipality, region, or other rural delineation?
- Would it be useful to aggregate HIFIS data according to these defined areas?

Note: A community systems map may be helpful in answering these questions. See the [Reaching Home Systems Mapping Reference Guide and Workbook](#) on the [Homelessness Learning Hub](#) for more information.

Once the community has decided which Geographic Regions they would like, they can create them in HIFIS and attach cities to them.

Note: Cities can only belong to one Geographic Region before updating to 4.0.61.1. Communities should document the cities they wish to add to Geographic Regions, so they are prepared to complete configuration after updating.

Creating a Geographic Region

1. From the **Administration** menu, select **Look-up Tables**.
2. On the **Look-up Table List** page, locate the **Geo Region** look-up table and click the **Customize Look-up Table Values** button under the **Action** column.
3. On the **Customize Look-up Table Values** page, select **Add Look-up Value** to create a new look-up value.
4. Enter the English and French **Name** of the look-up value.
5. Select the **Roll-up Value** of the look-up value.

Note: For the Geographic Region Look-up table, subscribing and unsubscribing values has no effect in 4.0.61.1. These fields can be ignored when creating the new region.

6. Click the **Save** button.

Assigning Cities to a Geographic Region under the Application Settings

1. From the **Administration** menu, select **Application Settings**.
2. On the **Application Settings** screen, select the **Geographic Region Mapping** tab.

Note: The Geographic Region Mapping tab will not appear if **Enable GeoRegion Filter** is set to **No** under the **Settings** tab.

3. Click the **Edit** button beside the Geographic Region to which you want to add cities.
4. Select the **Province/Territory** and **Cities** to be included in the Geographic Region.
5. Click the **Save** button.

Support and resources

For more information on this version of HIFIS, please refer to the release notes.

- Commonly used HIFIS and Reaching Home terminology and definitions can be found in the [Homelessness Glossary for Communities](#).
- For more information on HIFIS, refer to the [Homelessness Learning Hub](#).
- Contact the HIFIS Client Support Centre by email at support@hifis.ca or by phone at 1-866-324-2375.
- Subscribe to the [HIFIS Newsletter](#).